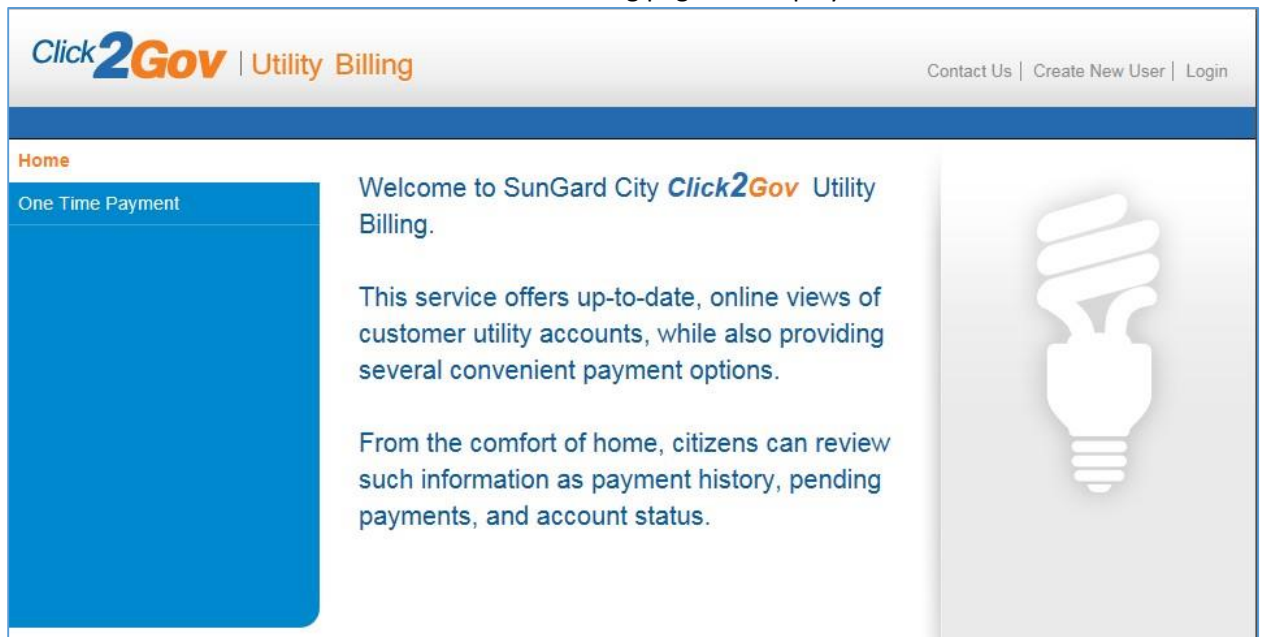
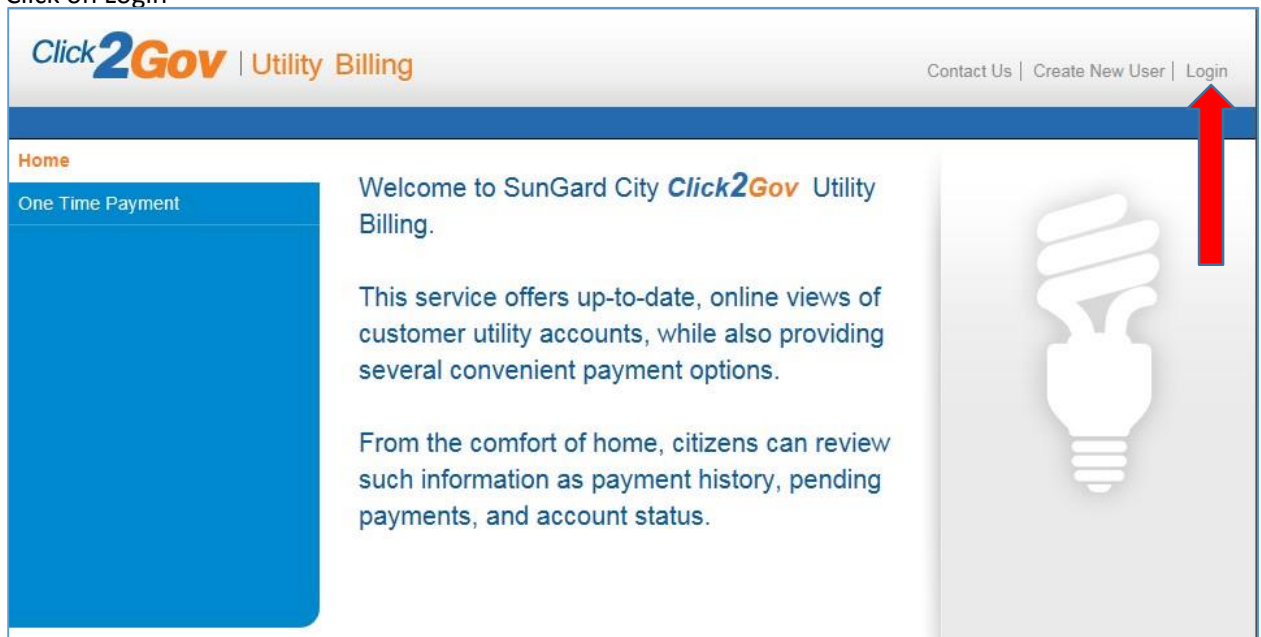


FIRST TIME LOGIN PROCESS FOR PREVIOUSLY REGISTERED CITIZENS

1. Access the Click2Gov Site as normal. The new landing page will display as illustrated below.



2. Click on Login



FIRST TIME LOGIN PROCESS FOR PREVIOUSLY REGISTERED CITIZENS

3. The login screen will display

The screenshot shows the Click2Gov Utility Billing website. The header includes the logo and navigation links: Contact Us, Create New User, and Login. A left sidebar contains links for Home and One Time Payment. The main content area is titled 'User Login' and features a red informational box about account migration. Below the box are input fields for User ID and Password, both marked as required. A Logon button and a Reset Password link are also present.

Click2Gov | Utility Billing

Contact Us | Create New User | Login

Home

One Time Payment

User Login

* = Required

We have enhanced our website to better manage your accounts. Your existing user ID will need to be migrated to this new centralized user system. If this is the first time you have logged into this site since the upgrade, please enter the user ID or account number you have always used.

The site will prompt you to create a new user ID, identified by your eMail address. Your existing accounts and wallet will be migrated to this new eMail based User ID. For future logins, you will use your eMail address to gain access to the site.

* User ID:

* Password:

[Reset Password](#)

Logon

4. You will enter Your account number and pin as your registered it in the previous version of Click2GovCX. If you have created a master account in the previous version, you may use this login information.

This screenshot is identical to the previous one, but the 'User ID' field is now populated with the text '679-6342' and the 'Password' field is masked with eight dots. The rest of the page layout and content remain the same.

Click2Gov | Utility Billing

Contact Us | Create New User | Login

Home

One Time Payment

User Login

* = Required

We have enhanced our website to better manage your accounts. Your existing user ID will need to be migrated to this new centralized user system. If this is the first time you have logged into this site since the upgrade, please enter the user ID or account number you have always used.

The site will prompt you to create a new user ID, identified by your eMail address. Your existing accounts and wallet will be migrated to this new eMail based User ID. For future logins, you will use your eMail address to gain access to the site.

* User ID:

* Password:

[Reset Password](#)

Logon

FIRST TIME LOGIN PROCESS FOR PREVIOUSLY REGISTERED CITIZENS

5. The following popup message will display. Click 'OK' to continue.



6. The following message will display for you to enter your new information.

Home Select Account Account Information Payment History Make Payments Auto Pay Consumption Report Billing History Service Summary Edit Account Manage eBilling	<h3>Migrate User Profile ?</h3> <p><small>* = Required</small> Maintain Wallet</p> <div>New Password is required.</div> <h4>Name and Address</h4> <p>* eMail Address: <input type="text" value="newsomeone@someplacenew.com"/> Change</p> <p>* First Name: <input type="text"/></p> <p>* Last Name: <input type="text"/></p> <p>* Address 1: <input type="text"/></p> <p>Address 2: <input type="text"/></p> <p>* City: <input type="text"/></p> <p>* State: <input type="text" value=""/></p> <p>* Zip Code: <input type="text"/></p> <h4>At least one phone must be entered</h4> <p>Home Phone: <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Work Phone: <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Work Ext: <input type="text"/></p> <p>Cell Phone: <input type="text"/> <input type="text"/> <input type="text"/></p> <h4>Change Password</h4> <p>Password: <input type="password" value=""/></p> <p>Confirm Password: <input type="password" value=""/></p> <h4>Security Questions</h4> <p>* 1. Question: <input type="text" value=""/> Remove</p> <p>Answer: <input type="text"/></p> <p>* 2. Question: <input type="text" value=""/> Remove</p> <p>Answer: <input type="text"/></p> <p>* 3. Question: <input type="text" value=""/> Remove</p> <p>Answer: <input type="text"/></p>
--	--

FIRST TIME LOGIN PROCESS FOR PREVIOUSLY REGISTERED CITIZENS

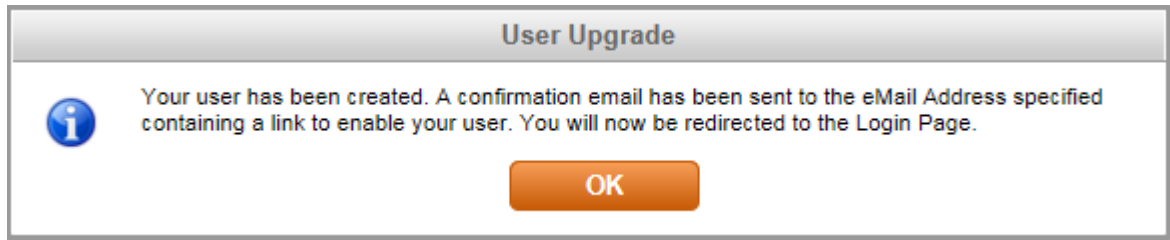
The process uses the email address that is already associated with the account number. If you want to use a different email address, you may click on 'Change'.

7. You will enter your address information, phone number and questions. If you want a new password under the new system, you may change it at this time.

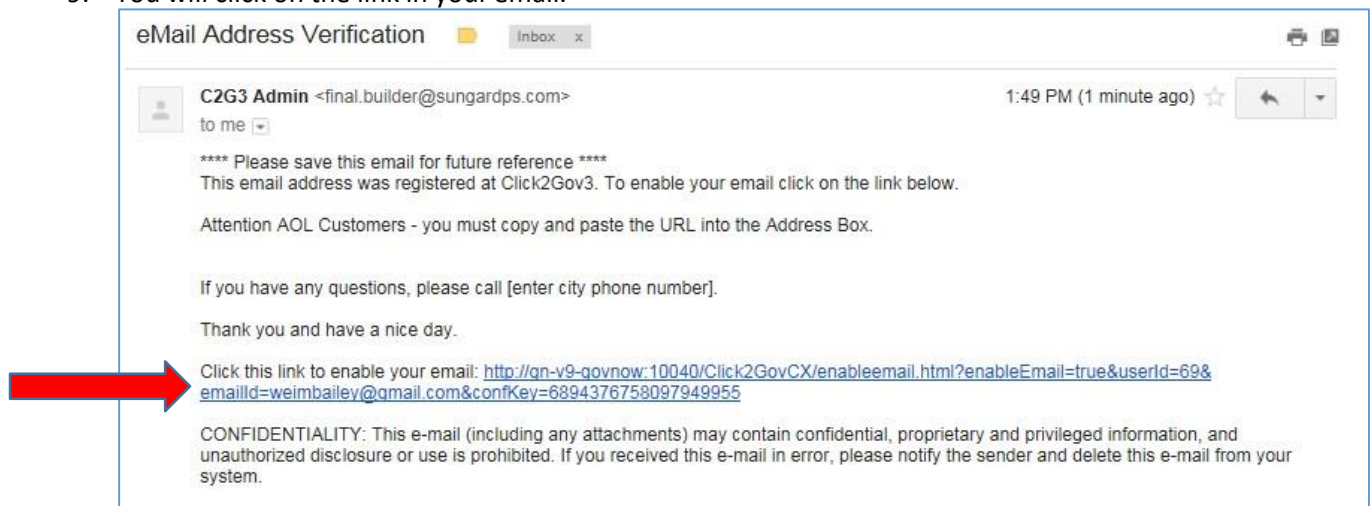
Account Information Payment History Make Payments Auto Pay Consumption Report Billing History Service Summary Edit Account Manage eBilling	New Password is required.		
	Name and Address		
	* eMail Address: newsomeone@somplacenew.com Change		
	* First Name: Click2Gov		
	* Last Name: Support		
	* Address 1: 1000 Business Center Drive		
	Address 2:		
	* City: Lake Mary		
	* State: Florida		
	* Zip Code: 32746		
At least one phone must be entered			
Home Phone: 800 695 6915			
Work Phone:			
Work Ext:			
Cell Phone:			
Change Password			
Password:			
Confirm Password:			
Security Questions			
* 1. Question: My Own Question			
* Custom Question: Sungard Lake Mary Address			
Answer: 1000 Business Center Drive Remove			
* 2. Question: My Own Question			
* Custom Question: Sungard City Name			
Answer: Lake Mary Remove			
* 3. Question: My Own Question			
* Custom Question: Sungard Support Phone Number			
Answer: 1-800-695-6915 Remove			

FIRST TIME LOGIN PROCESS FOR PREVIOUSLY REGISTERED CITIZENS

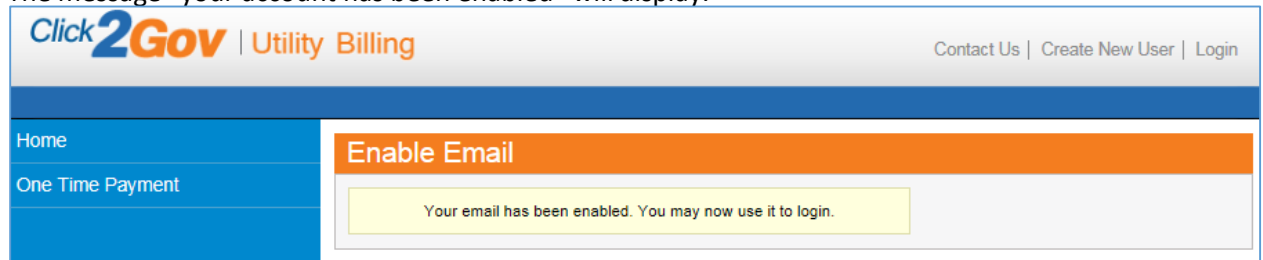
8. You will receive a message stating a confirmation email will be sent to your email account.



9. You will click on the link in your email.

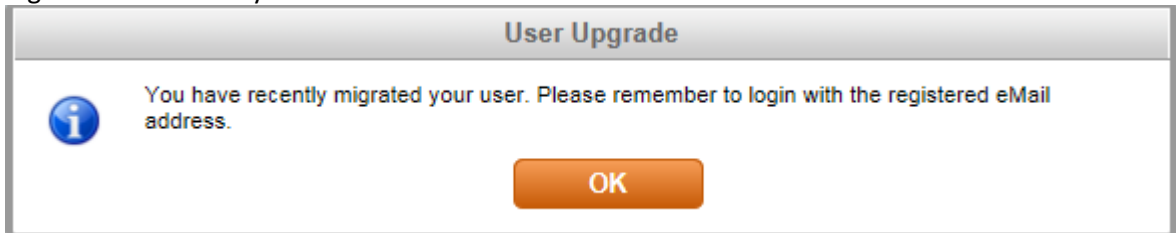


10. The message "your account has been enabled" will display.



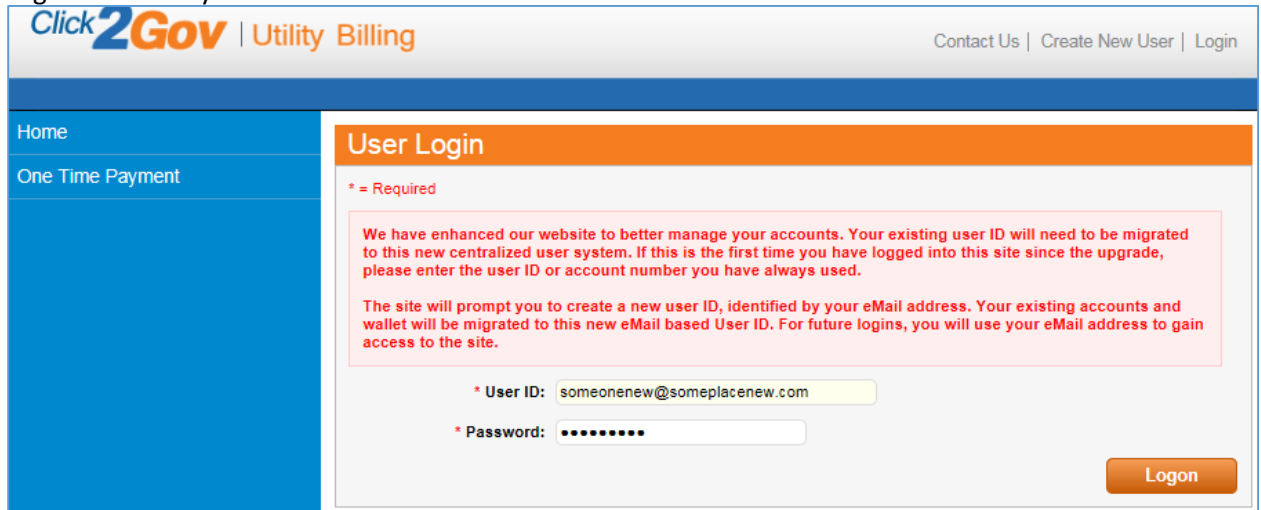
FIRST TIME LOGIN PROCESS FOR PREVIOUSLY REGISTERED CITIZENS

11. Now you can log in as normal with your email address created in the step above and pin from above. The first time you try to log in the following message will display to remind you how to log in with the new system.



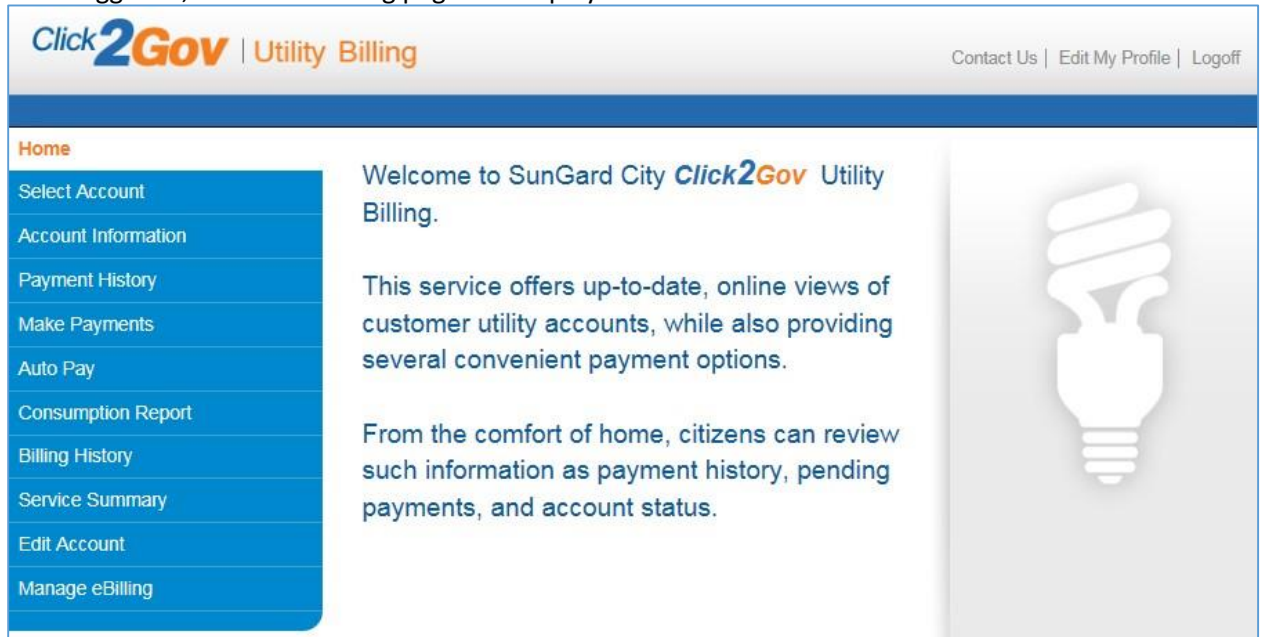
Once you have completed the migration process to the new version's login process, you cannot use your account number and pin to log in from this point. You **must** now log in with your email address created in this process.

12. Log in with newly created account.

The image shows the "Click2Gov | Utility Billing" website. The header includes the logo and navigation links: "Contact Us | Create New User | Login". A blue sidebar on the left contains links for "Home" and "One Time Payment". The main content area is titled "User Login" and features a red-bordered box with a message about user migration. Below the message are input fields for "User ID" (containing "someoneenew@someplacenew.com") and "Password" (masked with dots). A red asterisk indicates required fields. An orange "Logon" button is located at the bottom right of the login section.

FIRST TIME LOGIN PROCESS FOR PREVIOUSLY REGISTERED CITIZENS

13. Once logged in, the main landing page will display.



14. If there is only one account attached to the email address, you may click on 'Select Account' to view all of the accounts associated with this email address. If there is only one account associated with this email address, you may click on any button and the information associated with that account will display. If there is more than one account associated, click on 'Select Account' to view a list of those accounts. Then, you may view the account information by selecting the account link.

